

**Summary :**

This document is provided for clarity and reference only and is not intended to replace or override any Company records.

The materials appended are presented to illustrate :

- (i) the Site Quality functional structure
- (ii) the continuity of Site Quality governance functions following the retrenchment
- (iii) (iii) the sequence of manpower-related actions relevant to discussions on role continuity, selection rationale, and redeployment considerations.

## RACI Matrix – Site Quality Functional Structure

### Legend

- **R** = Responsible
- **A** = Accountable
- **C** = Consulted
- **I** = Informed

### A) Site Quality Governance & Decisions

Activity	You	Reg. Quality	Aizuddin	Zakir
Site quality oversight & daily support	R/A	C	I	I
Product disposition (accept/reject/hold)	R/A	C	R	R
NC & deviation handling	R/A	C	I	I
CAPA planning & closure (site)	R/A	C	I	I
Change control – site quality impact	R/A	C	I	I
Audit planning	R/A	I	I	I
Internal Audit	R/A	R	R	I
Site quality escalation	R/A	C	R	R

### B) Lab / QC Testing & Execution

Activity	You	Reg. Quality	Aizuddin	Zakir
Raw material testing (lab execution)	A	I	R	R
In-process / finished goods testing	A	I	R	R
OOS / OOT investigation (lab data)	R/A	C	I	I
CoA preparation & verification	R/A	I	I	I
Retain sample management	A	I	R	R

### C) Calibration, Compliance & Controls

Activity	You	Reg. Quality	Aizuddin	Zakir
Lab instrument calibration scheduling	R/A	I	I	I
Calibration record review & compliance	R/A	I	I	I
Reference standards / reagent control	R/A	I	I	I


### D) Authority & Separation

Area	You	Reg. Quality	Aizuddin	Zakir
Final site-level quality decisions	A	C	I	I
Reporting line (functional)	A	I	I	I

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https://performancemanager.successfactors.eu/sf/careers/jobapplications?bplte\_company=allnexbelg&\_s.crb=xCIX7SRa90FbNkB8%2fUsK...


Bingallnex IntranetCorporate Product...Distillation Basics -...EQMS-integrated-in...HomeIntegrated Manage...Iso 14001 2015 Che...IT support

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## Job Applications

### Jobs Applied

Job Title↑	Actions	Req ID	Date Applied	Status	Status Date	Next Step	Location
Quality Manager	Select	5308	03/07/2025	Rejection- Rejection letter not needed	15/08/2025		Malaysia, Seremban

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## Quality Manager

Seremban, Negri Sembilan, Malaysia · Reposted 3 months ago

Promoted by hirer · Responses managed off LinkedIn

✓ On-site

✓ Full-time

🚫 No longer accepting applications

PREMIUM

## Your AI-powered job assessment

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## Meet the hiring team

**Tracy Chong**  2nd

Talent Acquisition Lead APAC at allnex | Recruitment Expert | Employer Branding Supporter | Believer in people connection

Job poster · 13 mutual connections

Message

## About the job

Why are we proud of what we do at allnex? We create coatings, products which help protect the world **for all nex>t generations** – and that's exactly what you can do joining us!

Imagine how fast your smartphone would become scratched-up, ugly and unusable without a coating. Or an e-bike, the cabin of a train, a beautiful wooden floor, and countless other things in life.

Making objects and their surfaces more attractive and longer-lasting means making them more sustainable, and that's a huge part of what working at allnex is about. No matter which role you step into, you'll become part of a global team of passionate people who care deeply about the chemistry, quality, and global impact of coatings.

You'll also join a highly multicultural and diverse team of more than 4,000 employees in four regions who – as part of one of the world's leading coating resins companies – serve customers in over 100 countries across the globe.

Click here to learn more about how [we can make an impact together!](#)

For a sneak peek into life at allnex, don't miss our [Operator Movie!](#)

### Position Overview

We are looking for a Quality Manager to join our site in **Seremban**, Malaysia. In this role, you will oversee all aspects of product and process quality at the site—including **quality control** and **assurance** activities, regulatory compliance, and continuous improvement initiatives.

If you're exploring new career opportunities, view the job description below and apply now!

### Responsibilities

- Product & Process Quality
  - Ensure quality of finished goods through control of raw materials, in-process, and final product testing.
  - Coordinate lab testing, equipment calibration, and standardisation of test methods.
- Quality Systems & Compliance
  - Maintain site certifications (ISO 9001, ISO 14001, OSHA 18001, RC14000) and ensure compliance with legal, regulatory, and corporate standards.
  - Lead internal/external audits and manage corrective actions.
- Continuous Improvement & Problem Solving
  - Drive quality improvement using Lean, Six Sigma, 5S, RCA, and other tools.
  - Lead RCAs for incidents and implement preventive measures.
- Customer & Supplier Interface
  - Handle customer complaints, support supplier quality, and participate in customer/supplier visits with Sales and Purchasing teams.
  - Collaborate with Product Development on new product quality requirements.
- Cross-functional Leadership
  - Work closely with Operations, Supply Chain, R&D, and other functions to align processes and drive quality outcomes.
  - Manage quality IT systems and process landscape in line with ISO standards.
- Lab & Resource Management
  - Oversee lab safety, chemical handling, waste disposal, and employee training.

- Lead and develop the laboratory team, including training and capability building.
- Strategic Projects & Stakeholder Engagement
  - Support CapEx and MOC initiatives, ensure stakeholder alignment on quality goals, and drive cultural change.

### **Required Skills And Experience**

- Minimum 5 years' experience in the chemical industry, preferably in the paint, coatings, and/or resins sector.
- Proven experience managing ISO 9001 Quality Management Systems.
- Strong Quality Assurance and Quality Control exposure
- Internal and external auditing experience (customers/suppliers) ISO 16949 exposure is a plus.
- Effective communicator with strong stakeholder engagement across all levels.
- Leadership experience in team development and supervision is an added advantage.

### **Qualifications**

- B.Sc. in Chemistry or Chemical Engineering
- Quality Manager and Auditor certifications preferred, particularly in ISO 9001.

### **We offer**

We are proud to offer an international working experience with a tight-knit network of employees, making it easy to connect and learn from people all across our different functions. On top of that we are a truly innovative company with a strong team spirit, openness to new ideas, and great opportunities to grow and develop your career.

### **Equal Employment Opportunity**

allnex is proud to be an equal opportunity employer. We celebrate diversity and are committed to an environment where all colleagues contribute for the benefit of our employees, our products, and our communities.

Find out how you can make an impact!

Check out our careers page for available opportunities. We look forward to hearing from you.

[www.allnex.com](http://www.allnex.com)

## JOB DESCRIPTION



### JOB DESCRIPTION FORM

<b>BUSINESS UNIT / SERVICE FUNCTION</b> Manufacturing	<b>COUNTRY</b> Malaysia, Seremban Site
<b><u>DEPARTMENT</u></b> Quality	
<b>JOB TITLE</b> QA/QC Chemist	<b>REPORTS TO (name &amp; title)</b> Directly (Full line) : Quality & Continuous Improvement Manager Indirectly (Dotted line) : Global Quality Manager
<b>INCUMBENT NAME</b> Norhaslini Binti Abd Ghaffar	<b>APPROVALSIGNATURES</b> Reporting Mgr.
<b>DATE COMPLETED</b> 05 December 2019	<b>HR Mgr.</b>
<input type="checkbox"/> <b>NEW JOB</b> (Initial Position Description)	<input checked="" type="checkbox"/> <b>REVISED JOB</b> (Existing Position w/change in responsibility) Attach previous job description
<b>2. Position Purpose / Objective:</b> Drive Quality Control and Quality Improvement program to ensure all products, raw materials, processes and services meet Allnex exceptionally high quality standards.	
<ul style="list-style-type: none"> <li>• <b><u>Quality Control Management</u></b> <ul style="list-style-type: none"> <li>○ To direct and manage all quality control activities, ensuring finish products testing are carried out safely, timely and efficiently, meeting customer requirement.</li> <li>○ Co-ordinate laboratory testing and experiment as necessary to solve quality or processing problems.</li> <li>○ Laboratory equipment management and test method management. (This includes the equipment calibration program, test method standardization and implementation, repeatability and reproducibility of MSE)</li> <li>○ Ensure testing is timely manner and meets the shipping delivery deadline.</li> </ul> </li> <li>• <b><u>Quality Assurance Management</u></b> <ul style="list-style-type: none"> <li>○ Lead continuous improvement efforts at the site using 6 Sigma tools, Lean manufacturing, workout tool...</li> <li>○ Lead the customer complaint process by working with related functions.</li> <li>○ Maintain Quality Management System (ISO9001).</li> <li>○ Lead the implementation of quality process and tools such as MOC, RCA methodology chart etc.</li> <li>○ Involve in Quality incident investigation and lead the team toward root cause investigation and corrective action agreement and implementation (includes CCIR, OOS, etc.)</li> </ul> </li> <li>• <b><u>Quality Improvement</u></b> <ul style="list-style-type: none"> <li>○ Work with buyer in qualifying new suppliers for raw materials introduced to the site.</li> <li>○ Design and develop quality documentation, i.e. procedures, work instructions, inspection and sampling plans, as needed or requested</li> <li>○ Engage actively with key stakeholders to ensure they understand and actively support the process changes and desired cultural shifts to improve Quality.</li> </ul> </li> </ul>	

## JOB DESCRIPTION

### 3. STATISTICS (that describe the impact of this position's decisions and actions on the business or function)

- **Sales :**
- **Budget (s) :**
- **Number of Staff :** Direct Reports : 2                      Indirect Reports :
- **Geography** (site, country, region, global) : Seremban Site **Other scope** (capital expense, project scope, throughput, etc) :

### 4. ORGANISATION (List of the job positions reporting to this function)

**Direct** (Full line) : Lab Technicians (Quality Control)

**Indirect** (Dotted line – indicate position & department):

### 5. MAJOR ACCOUNTABILITIES (list KEY activities, expected results and the ways resulted are measured)

#### Quality Control Management

1. Lead the main activities as below:
  - A. Analyse, monitor and approves quality of finished product by ensuring that the required testing is performed efficiently
  - B. Approves and monitors quality of incoming raw materials by certificate of analysis or testing as Required. Co-ordinate raw material approval activities.
  - C. Co-ordinate the issuance of certificates of analysis.
  - D. Prepare yearly calibration planning, ensures laboratory equipment are calibrated and the calibration is documented. Develop preventive maintenance program when necessary.
  - E. Ensures that existing standard methods of testing are performed reliably. Perform sourcing for new laboratory equipment when needed.
  - F. Train laboratory analyst and production personnel on test method, laboratory safety rules etc.
    - a. Supervise and provide guidance for QC Lab. Assistant. Develop yearly QC objectives together with their planning and ensure objectives are met and if possible, exceeded.
    - b. Ensure 5S standards are observed at all time
  - G. Work with R&D on technical / QC issue on new product up scaling e.g. specification setting, new testing method, and raw material control.
  - H. Problem solving specially related to customer complaints.
  - I. Maintain lab stock / supplies .Develop laboratory budget and control expenses to the budget
  - J. Support training and ISO certification efforts.
  - K. Maintain good safety system in the lab.

#### Quality Improvement

- A. Assist Quality manager in continuous improvement at the site using toolbox (6Sigma, Lean...).
- B. Coordinate and provide support to other staff members on applying 6sigma methodologies.
- C. Lead and coordinate lean lab activities.
- D. Liaise with other functions to ensure Quality continuous improvement plan actions follow up.
- E. Organize near miss/OOS review meeting with key stakeholders to ensure zero repeat.
- F. Implement the usage of Lean manufacturing tools such as 5S, TPM and others to improve quality and productivity and minimize contamination.
- G. Lead the CCIR investigation and develop a strategy to eliminate repeated complains.

### 5. MAJOR ACCOUNTABILITIES (list KEY activities, expected results and the ways resulted are measured)

#### Quality Assurance Management

- A. Lead all quality related customer complaints processes by working with other functions (manufacturing, supply chain, customer service, sales etc) to find the root cause and follow up to ensure corrective actions are implemented.
- B. Propose quality plan with key quality team and leads implementation of the program.
- C. Arrange internal audit program to verify compliance to QSHE MS systems and organize QSHE mgmt. review.
- D. Ensure effectiveness of corrective action (PCAT) with respect to customer complaints, suppliers discrepancy, out of specification manufactured product and internal quality failures.



## JOB DESCRIPTION

- E. Emphasis procedure on preventive actions to eliminate the causes of potential non-conformities.
- F. Promotes the use of statistical techniques applicable for quality maintenance and improvement.
- G. Introduce quality tools to the site or promote effective use of the tools. (7QC, Workout, 8D, BOS, Quality triangle, RCA, Fishbone, Why2 techniques etc).
- H. Promote Quality culture in the organization.
- I. Participate in the processes of NPI activities in establishing product/ process capabilities, product specifications and appropriate quality system to support manufacture.

### **Safety Compliances**

1. Follows all environment and safety regulations, related to the business sector, and act in compliance with government regulation.
2. Accountable in ensuring safe working environment for all the subordinates in the lab.
3. Complies with Allnex's safety and corporate guidelines on business ethics.
4. Carries out any other duties as assigned by superior.

## **6. JOB PROFILE**

**Education** (describe level of education for this position indicating if Required or Preferred (e.g. Bachelor's, Master's Degree, Ph.D., Law).

- Degree in Chemistry or equivalent
- Degree/Master in Chemical Engineering is a plus

### **Skills and Experience**

- At least 5 years in plant manufacturing environment
- English or other language skills key.
- Experience in leading root cause analysis.
- Ability to present information and respond to questions from various levels within the organization.
- Willing to take up more responsibilities in a short timeframe
- Experience with lean manufacturing, and problem solving techniques, employee based decision processes, change management and integrated data / metric systems.
- Project management techniques or software to achieve results on time and within budget.
- Demonstrates problem solving and conflict management skills in order to ensure a productive work environment and achievement of goals.

Item	My Responsibility	Advertised Quality Manager
<b>Product &amp; Process Quality</b>	<p><b>Page 1 (QCM)</b> To direct and manage all quality control activities, ensuring finish products testing are carried out safely, timely and efficiently, meeting customer requirement.</p> <p><b>Page 2 (QCM-A)</b> Analyse, monitor and approves quality of finished product by ensuring that the required testing is performed efficiently</p> <p><b>Page 2 (QCM-B)</b> Approves and monitors quality of incoming raw materials by certificate of analysis or testing as Required. Co-ordinate raw material approval activities.</p>	Ensure quality of finished goods through control of raw materials, in-process, and final product testing.
	<p><b>Page 1 (QCM)</b> Co-ordinate laboratory testing and experiment as necessary to solve quality or processing problems</p> <p><b>Page 2 (QCM-D)</b> Prepare yearly calibration planning, ensures laboratory equipment are calibrated and the calibration is documented. Develop preventive maintenance program when necessary.</p> <p><b>Page 2 (QCM-E)</b> Ensures that existing standard methods of testing are performed reliably.</p>	Coordinates lab testing, equipment calibration, and standardisation of test methods.
<b>Quality Systems &amp; Compliance</b>	<p><b>Page 1 (QCM)</b> Maintain Quality Management System (ISO9001).</p>	Maintain site certifications (ISO 9001, ISO 14001, OSHA 18001, RC14001) and ensure compliance with legal, regulatory, and corporate standards.
<b>Continuous Improvement &amp; Problem Solving</b>	<p><b>Page 2 (QI-C)</b> Arrange internal audit program to verify compliance to QSHS MS systems and organize QSHS mgmt. review</p> <p><b>Page 2 (QI-D)</b> Ensure effectiveness of corrective action (PCAT) with respect to customer complaints, suppliers discrepancy, out of specification manufactured product and internal quality failures</p>	Lead internal/external audits and manage corrective actions.
	<p><b>Page 1 (QAM)</b> Lead continuous improvement efforts at the site using 6 Sigma tools, Lean manufacturing, workout tool</p> <p><b>Page 2 (QI-A)</b> Assist Quality manager in continuous improvement at the site using toolbox (6Sigma, Lean...)</p> <p><b>Page 2 (QI-F)</b> Implement the usage of Lean manufacturing tools such as 5S, TPM and others to improve quality and productivity and minimize contamination.</p>	Drive quality improvement using Lean, Six Sigma, 5S, RCA, and other tools.
<b>Customer &amp; Supplier Interface</b>	<p><b>Page 2 (QAM-A)</b> Lead all quality related customer complaints processes by working with other functions (manufacturing, supply chain, customer service, sales etc) to find the root cause and follow up to</p>	Lead RCAs for incidents and implement preventive measures.

	ensure corrective actions are implemented.	
	<p><b>Page 2 (QAM-A)</b> Lead all quality related customer complaints processes by working with other functions (manufacturing, supply chain, customer service, sales etc) to find the root cause and follow up to ensure corrective actions are implemented.</p> <p><b>Page 2 (QI-G)</b> Lead the CCIR investigation and develop a strategy to eliminate repeated complains</p>	Handle customer complaints, support supplier quality, and participate in customer/supplier visits with Sales and Purchasing teams.
<b>Cross-functional Leadership</b>	<p><b>Page 2 (QAM-G)</b> Work with R&amp;D on technical / QC issue on new product up scaling e.g. specification setting, new testing method, and raw material control</p>	Collaborate with Product Development on new product quality requirements.
	<p><b>Page 2 (QI-D)</b> Liaise with other functions to ensure Quality continuous improvement plan actions follow up</p>	Work closely with Operations, Supply Chain, R&D, and other functions to align processes and drive quality outcomes.
<b>Lab &amp; Resources Management</b>	<p><b>Page 2 (QAM-B)</b> Propose quality plan with key quality team and leads implementation of the program</p>	Manage quality IT systems and process landscape in line with ISO standards.
	<p><b>Page 2 (QCM-F)</b> Train laboratory analyst and production personnel on test method, laboratory safety rules etc</p> <p><b>Page 2 (QCM-K)</b> Maintain good safety system in the lab</p> <p><b>Page 3 (SC-2)</b> Accountable in ensuring safe working environment for all the subordinates in the lab</p>	Oversee lab safety, chemical handling, waste disposal, and employee training.
	<p><b>Page 2 (QCM-F)</b> Train laboratory analyst and production personnel on test method, laboratory safety rules etc</p> <p><b>Page 2 (QCM-F-A)</b> Supervise and provide guidance for QC Lab. Assistant. Develop yearly QC objectives together with their planning and ensure objectives are met and if possible, exceeded.</p> <p><b>Page 1 (QCM)</b> Lead the implementation of quality process and tools such as MOC, RCA methodology chart etc</p>	Lead and develop the laboratory team, including training and capability building.
<b>Strategic Projects &amp; Stakeholder Engagement</b>		Support CapEx and MOC initiatives, ensure stakeholder alignment on quality goals, and drive cultural change.



Thumbnail 3: Manpower movement - FY25

Category	Headcount	Change
Production	1,234	+12
Support	567	-5
Engineering	890	+3
Quality	321	+1
Logistics	100	+2

- Thumbnail 4: HR Updates
- 1. New Hire Process
  - 2. Resignation Process
  - 3. Retirement Process
  - 4. Termination Process
  - 5. Performance Management
  - 6. Training and Development
  - 7. Compensation and Benefits
  - 8. Employee Relations
  - 9. Health and Safety
  - 10. Environmental Management

- Thumbnail 5: HR Updates
- 1. New Hire Process
  - 2. Resignation Process
  - 3. Retirement Process
  - 4. Termination Process
  - 5. Performance Management
  - 6. Training and Development
  - 7. Compensation and Benefits
  - 8. Employee Relations
  - 9. Health and Safety
  - 10. Environmental Management

Thumbnail 6: Additional HR Measures

Measure	Details
1. Employee Engagement	Implement a new employee engagement survey to measure employee satisfaction and identify areas for improvement.
2. Training and Development	Launch a new training and development program to enhance employee skills and knowledge.
3. Compensation and Benefits	Review and update the compensation and benefits structure to ensure competitiveness.
4. Employee Relations	Implement a new employee relations policy to address workplace issues and promote a positive work environment.
5. Health and Safety	Launch a new health and safety program to ensure employee safety and reduce workplace accidents.
6. Environmental Management	Implement a new environmental management system to reduce the company's carbon footprint and promote sustainability.

**allnex**

# Site Operation Meeting

HR Updates – 18 November 2025

CHOW CHOAY FEN, HR Manager MYS

**INNOVATIVE CHEMISTRY**  
FOR ALL NEXT GENERATIONS



Slides

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allnex  
Site Operation Meeting  
18 November 2025

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HR Updates

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HR Updates

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Additional HR Measures

Footer



# Manpower movement - YTD

Location	Seremban	Melaka	PJ
Vacancies (7)	<ul style="list-style-type: none"> <li>Quality Manager – joining 5<sup>th</sup> Jan 2026</li> <li>AP Coordinator (Temp) – joining 19<sup>th</sup> Nov</li> </ul>		<b>Finance</b> <ul style="list-style-type: none"> <li>Indirect Tax Analyst – <i>offer stage</i></li> <li>Internal Auditor – <i>offer stage</i></li> <li>Collection Specialist</li> <li>AP Intern</li> </ul> <b>HR</b> <ul style="list-style-type: none"> <li>C&amp;B Analyst (Riga or PJ)</li> <li>Talent Development Specialist</li> </ul>